

MULTIMEDIA



UNIVERSITY

STUDENT IDENTIFICATION NO

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MULTIMEDIA UNIVERSITY

FINAL EXAMINATION

TRIMESTER 1, 2017/2018

BMG1014 - MANAGEMENT
(All Sections / Groups)

21st October 2017
9.00 a.m. – 11.00 a.m.
(2 Hours)

INSTRUCTIONS TO STUDENTS:

1. This question paper consists of **TWO (2) SECTIONS** and **6** pages (inclusive of the cover page).
2. **SECTION A** consist of Multiple Choice Questions (worth 40 marks). Answer **ALL** questions in the given MCQ sheet using a '2B' or 'BB' pencil.
3. **SECTION B** contains **THREE (3)** essay questions (worth 60 marks). **Answer ALL questions.** Write your answers in the *Answer Booklet* provided.

SECTION A- Multiple Choice Questions (2x20=40 MARKS).Answer All.

1. Which of the following statements regarding managers in today's world is accurate?
 - A) The single most important variable in employee productivity and loyalty is the quality of the relationship between employees and their direct supervisors.
 - B) Their age range is limited to between 30 and 65 years.
 - C) They can be found exclusively in for-profit organizations.
 - D) They are found only in large corporations.

2. Managers with titles such as regional manager, project leader, or division manager are _____.
 - A) top managers
 - B) production managers
 - C) first-line managers
 - D) middle managers

3. _____ involves ensuring that work activities are completed efficiently and effectively by the people responsible for doing them.
 - A) Planning
 - B) Organizing
 - C) Managing
 - D) Commanding

4. Which of the following is an example of an efficient manufacturing technique?
 - A) Increasing product reject rates
 - B) Meeting customers' rigorous demand
 - C) Cutting inventory levels
 - D) Increasing the amount of time to manufacture products

5. An automobile manufacturer increased the total number of cars produced keeping the production cost the same. The manufacturer _____.
 - A) increased its equity
 - B) increased its efficiency
 - C) increased its effectiveness
 - D) increased its efficiency

Continued...

6. Today, the basic management functions include _____.

- A) planning, organizing, commanding, and coordinating
- B) planning, organizing, coordinating, and controlling
- C) planning, organizing, leading, and controlling
- D) planning, organizing, commanding, and controlling

7. Which of the following represents one of the challenges of management?

- A) Have to deal with a variety of personalities
- B) Enjoy relatively easy work
- C) Have little influence on organizational outcomes
- D) Support, coach, and nurture others

8. The _____ roles involve collecting, receiving, and disseminating information, according to Mintzberg's managerial roles.

- A) informational
- B) decisional
- C) interpersonal
- D) technical

9. Elmo Research & Development has been going through a rough patch lately. Turnover has been high and employee morale is at an all-time low. Though employees and competitors hold management responsible for the decline, the CEO does not let the managers go or change the management style. Which of the following explains this attitude?

- A) As the organization has an autocratic management style, the employees are responsible for organizational policies.
- B) The organization has a participative management style and decisions are guided by consensus.
- C) The CEO holds the omnipotent view of management, which believes that external factors have a significant effect on performance outcomes.
- D) The CEO holds the view that managers have only limited role in organization success or failure.

10. Internal constraints that influence managers' decisions and actions come from _____.

- A) the fluctuations in the stock market
- B) the culture of the organization
- C) the attitudes of customers
- D) the prevailing political conditions

Continued...

11. The effect of planning on managers is that it forces them to _____.

- A) work at cross purposes
- B) grow resistant to change
- C) anticipate and respond to change
- D) eliminate uncertainty

12. Goals are different from plans because _____.

- A) goals are important only for small companies, and plans are important only for large companies
- B) goals are desired outcomes, and plans describe how those outcomes will be accomplished
- C) goals identify specific steps that the organization needs to achieve, and plans identify the overall mission of the organization
- D) goals describe financial objectives, and plans describe objectives related to social responsibility

13. Internal constraints that influence managers' decisions and actions come from _____.

- A) the fluctuations in the stock market
- B) the culture of the organization
- C) the attitudes of customers
- D) the prevailing political conditions

14. Creativity is most essential in which of the following steps of the decision-making process?

- A) Developing alternatives
- B) Allocating weights to the decision criteria
- C) Identifying decision criteria
- D) Analyzing alternatives

15. The process of dividing work activities into separate job tasks is known as _____.

- A) differentiation
- B) chain of command
- C) span of control
- D) work specialization

Continued...

16. _____ is the formal arrangement of jobs within an organization.

- A) Departmentalization
- B) Work specialization
- C) Organizational design
- D) Organizational structure

17. Which of the following is an example of lateral communication?

- A) George informs his superior about the progress of the new project.
- B) Richard penalizes John for not following the company dress code.
- C) Paul tells the CEO about the low morale in his department.
- D) Brian talks to his teammate about a change in project specifications.

18. If Carol Reece is a charismatic leader, which of the following characteristics is she most likely to possess?

- A) An external locus of control
- B) A lack of sensitivity to environmental constraints
- C) A willingness to take risks to achieve her vision
- D) A strong need to be in control

19. The _____ communication system within an organization permits employees to satisfy their need for social interaction with their peers.

- A) formal
- B) upward
- C) informal
- D) downward

20. Which of the following is an example of lateral communication?

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- C) Paul tells the CEO about the low morale in his department.
- D) Brian talks to his teammate about a change in project specifications.

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SECTION B (60 MARKS): Answer ALL questions.**Question 1**

- a) List and explain the four basic functions of management. (10 Marks)
- b) In a short essay, differentiate between the symbolic view and the omnipotent view of management. Include specific examples of each view to support your answer. (10 marks)

Question 2**[20 marks]**

- a) List and discuss the eight steps in the decision-making process. (10 Marks)
- b) In a short essay, discuss the five common forms of departmentalization. (10 Marks)

[20 marks]**Question 3**

- a) Explain the five sources in which leader power has been identified. Include specific examples of each source of power to support your answer. (10 Marks)
- b) List and discuss any five barriers to effective communication that managers face. (10 marks)

[20 marks]**End of Page**